ITCD

NAMS 7 Upgrade
Frequently Asked Questions (FAQs)
October 2014

Contents

What is NAMS?

The NASA Access Management System (NAMS) is used to request and approve access to NASA applications/systems and buildings/room (physical access). NAMS is a repository of user account/access information for NASA employees, contractors, and remote users such as educators and foreign users.

Why is NAMS being upgraded?

Currently the NASA Account Management System resides within the IdMAX system and relies upon a SUN product suite, which is reaching the end of life. Both NAMS and IdMAX must migrate from the SUN product suite. NAMS will migrate first, with a go-live date of November 12, 2014, and IdMAX will migrate during the summer of 2016. NAMS 7.0 will provide an enhanced user interface with a new look and feel including navigation and alerts.

How does this change benefit end users?

The NAMS 7.0 release offers end users the following benefits:

- The new user-based landing page provides an overview of your NAMS requests, including provisioned and in-process requests. Once a NAMS request has been submitted, a chevron appears in the **In Process** section. The chevron displays each approval step making it easier for you to know the state of the request. This page also provides a starting point for new requests.

- The screen response is quicker.

- You can recommend system/application access to other users. Recommended access appears in the users' **Saved for Later** list within NAMS.

- Your landing page provides a clear status as to where your request is in the process, and details about who must still provide approval.

- You have the ability to save requests to update later.

- You can search requests for other users.

How does this change benefit developers, asset owners, and asset maintainers?

The NAMS 7.0 release offers developers, asset owners, and asset maintainers the following benefits:

- The screen response is quicker.
- The Resource Maintenance Tool will be labeled as Workflow Configuration Tool, but will provide the same functionality with an updated look and feel.
- This release provides easier access to workflows Maintained and Managed.
- There are new reports.

How does this change benefit Sponsors, approvers, and provisioners?

The NAMS 7.0 release offers sponsors, approvers, and provisioners the following benefits:

- The screen response is quicker.
- The new role-based Landing Page provides a centralized page with queues and tools needed for the user's role designation.
- New Approval Queue / View lists all pending approvals and summarizes the information related to the user and his/her needs.
- There are new reports.

- As a Sponsor, Approver or Provisioner you will be sent email from Identity.Manager@nasa.gov to alert you to any NAMS request that needs your attention.
  - Each night you will be sent a NAMS Summary email. This email will have a list of all requests that are waiting for you to act on.
  - You may click on the User's name in the email to be taken to your NAMS Approval Queue or you may go directly into NAMS to view the requests.

When will NAMS 7.0 be available?

The NAMS 7.0 Release will go live on November 12, 2014.

Will NAMS be unavailable during the migration?

Yes. A system outage will occur in preparation for the NAMS 7.0 cutover and release. The current NAMS system will be shut down at 7 p.m. DST on November 7, 2014. The system will remain unavailable until the new version of NAMS 7.0 is released on November 12 at start of business.

What do I need to do to prepare for this upgrade?

During the scheduled outage, the time clock will continue to tick on any previously submitted NAMS requests. It is recommended that approvers, provisioners, and sponsors take action on any items in their queue prior to 7 p.m. on November 7.

Will the NAMS login process change?

Beginning November 12, 2014 the new URL to access the NASA Access Management System is https://nams.nasa.gov. Users who try to access NAMS through IdMAX will be redirected to https://nams.nasa.gov

NAMS 7.0 will rely on a new Launchpad interface for authentication. This interface will allow you to log in using either your NASA smartcard, Agency User ID and password, or RSA token, but the smartcard login will be the default option. However, if you access NAMS from the NASA network and are using a browser that is single-sign-on enabled, then you will not be prompted to log in.

How do I cancel an existing NAMS request?

You can cancel a request "In Process" simply by clicking **Cancel Request** at the bottom of the screen. When a message appears asking if you are sure you want to cancel the request, click **Yes**, **cancel request**, or click **View Request**, which opens the in process request.

How do I change my sponsor on a pending request?

A **Change** link is located next to the current Sponsor's name that allows you to change your sponsor at any time the request is in process.

You can also change your sponsor by selecting the asset needed and changing your sponsor on the request form.

Can I have more than one sponsor?

Yes. A person can have more than one sponsor. However, NAMS allows only one sponsor per user application request at a time.

How do I transfer my sponsor responsibilities to another individual?

If you are a sponsor, you will have the **Transfer Sponsorship** tool available for you to select. The tool allows you the option to select the user(s) you currently sponsor and assign them to another sponsor that you select.

Will the process to request or approve access change?

Current NAMS workflows and processes will not be changed as a result of the NAMS 7.0 release.

How do I get an application added to NAMS?

To have an application added to NAMS, the Application Owner will need to contact their center Logical Subject Matter Expert (SME). A list of ICAM Points of Contact is located on the ICAM portal at https://icam.nasa.gov.

Who can I contact if I have questions?

If you have questions regarding the NAMS 7.0 release, contact Tadd Buffington at 202-350-2115.

What if I have problems accessing the new site?

If you have problems accessing NAMS on or after the planned release date of November 12, 2014 contact the NASA Information Support Center (NISC) at (866) 419-6297.

Where can I find more information?

You can find information related to the NAMS 7.0 upgrade including Learning Videos on the HQ NAMS 7 Upgrade project Web page at http://itcd.hq.nasa.gov/NAMS7-upgrade.html

Where can I get training on using NAMS?

Various training is available depending on your user role:

If you are a….	Available Training
User	Training videos are available in the **Need help** section within NAMS.
NAMS Developer or NAMS Support	You are required to take SATERN training before requesting a role.
Sponsor or Approver	Training videos are available in the **Need help** section within NAMS.

The following learning videos are also available:

- NAMS Introduction
- How to Submit a NAMS request
- How do I Change My Sponsor

For assistance, contact the NASA Information Support Center (NISC) at 1-866-419-6297.

This document is posted on the ITCD Web site at:
http://itcd.hq.nasa.gov/faqs.html

Information Technology & Communications Division